Maricopa County

Human Services Department Community Services Division



Quarterly Report

July 1 – September 30, 1999

Community Services Division Quarterly Report

July 1, 1999 through September 30, 1999

Maricopa County CAP Facts At A Glance

- During the first quarter of FY 1999/2000 (July 1 through September 30) the Community Action Programs provided services for **13,104** individuals and **3,936** households
- 6,807 children under age 18 were served
- 997 persons were age 55 and over
- 723 households received food stamps
- 2,213 heads of household did not complete high school
- 1,971 households were without health insurance
- 278 households received TANF assistance
- 1,608 households contained at least one employed person
- 944 households had no regular income
- 1,252 households received Social Security or SSI benefits
- **2,468** households were below 75% of the Federal Poverty Level
- 2,690 households were renters; 705 households own their home and 381 households were homeless
- **1,557** applicants served were White, **365** were African American, **1,807** were Hispanic and **163** were Native American/Alaskan
- CAPs participated in over 28 Special Community Activities and leveraged \$12,242 in local funds and had 22,525 hours donated to their agencies by 186 volunteers.

Problem Area: Employment and Education

OUTPUTS:

A. Job/Training Related Referrals

		Households	Individuals
JOR	Job Service Referral	78	286
JTR	JTPA Program Referrals	55	211
OSR	One-Stop Referrals	139	497
SJR	Summer Job Referrals	1	4
	TOTAL	273	998

B. Education Related Referrals

		Households	Individuals
HER	Head Start Program	69	328
	Referrals		
ERR	Education Related	8	31
	Referrals (GED		
	Programs etc.)		
	TOTAL	77	359

- 1. In the Gila Bend CAP Office, a total of 29 individuals were served with employment search assistance.
- 2. A total of 12 clients in the Avondale CAP have used the One-Stop Center resume and other resources to seek employment.
- 3. Twelve individuals were referred to the JTPA program that came to the Glendale CAP for services.
- 4. The El Mirage CAP has been partnering with Catholic Social Services in the Bridge to Success Training to provide hand-on employment skills that clients can use.
- 5. The Buckeye CAP provided use of the One-Stop services to a client who became employed just three weeks later.
- 6. The Tempe Cap through the Tempe Works program provided services to 48 households which included intake and screening, assessment, action plan development and intensive case management.

Problem Area: Nutrition

OUTPUTS:

A. Food Provided

		Households	Individuals
FBP	Food Boxes Provided	1,071	4,313
COM	Commodities Provided	614	1,323
FVP	Food Vouchers	72	257
	Provided		
	_		
	TOTAL	1,757	5,893

B. Food Referrals Provided

		Households	Individuals
FBR	Food Box Referral	803	2,546
GMR	Congregate Meal	3	3
	Referral		
HDR	Home Delivered Meal	1	1
	Referral		
WIC	WIC Program Referral	33	148
FSR	Food Stamp Referral	227	854
	TOTAL	1,067	3,552

- 1. As a result of a nutritionist speaking at the Senior Center, several referrals were made to Saint Vincent de Paul Society kitchen for families to receive hot meals.
- 2. CAP staff assisted elderly homebound clients in the re-certification process to receive the Commodity Surplus Food Program (CSFP).
- 3. During the closure of a local food bank, the Gilbert CAP office issues vouchers to be used at Bashas'.
- 4. The Tempe CAP conducted 397 nutrition screenings among senior center participants. Individuals who were identified to be at risk were referred for additional services.

Problem Area: Emergency Assistance

OUTPUTS:

A. Move-In Assistance

		Households	Individuals	Amount
				Expended
RED	Move-In Rent Deposits	44	147	\$14,437.00
RPT	Move-In Rent Payments	94	310	\$38,761.80
	TOTAL	138	457	\$53,198.80

B. Eviction Prevention Assistance

		Households	Individuals	Amount Expended
EMO	Eviction Prevention	31	111	\$17,703.52
ERP	Mortgage Payment Eviction Prevention Rent Payment	261	874	\$126,888.00
	TOTAL	292	985	\$144,591.52

C. Utility Deposits

		Households	Individuals	Amount
				Expended
UDE	Utility Deposits	237	800	\$31,205.08
UDS	Supplemental Utility	0	0	\$0.00
	Deposits			
	TOTAL	237	800	\$31,205.08

D. Utility Payments

		Households	Individuals	Amount Expended
UTS	LIHEAP Supplemental	63	267	\$5,647.00
UTA	Payments Utility Assistance Payments	1,733	5,829	\$313,103.38
	TOTAL	1,796	6,096	\$318,750.38

E. Emergency Home Repair

		Households	Individuals	Amount Expended
URD	Utility	17	46	\$18,180
	Repair/Replacement			
	/Home Replacement			
WAP	Weatherization	11	24	\$85,629
	Assistance			
	TOTAL	28	70	\$103,809.00

F. Other Emergency Assistance

		Households	Individuals	Amount Expended
CLV	Clothing Voucher Provided	0	0	\$0.00
EYE	Eyeglasses Voucher Program	6	16	\$450.00
GAS	Gas Voucher Provided	48	133	\$485.00
HVO	Hotel Voucher Provided	8	11	\$1,482.00
MDV	Medical Assistance Voucher	2	2	\$219.71
ONV	Other Special Need Voucher	6	19	\$565.76
PRV	Prescription Voucher	62	240	\$2,478.51
HSV	Holiday Special Assistance Voucher	0	0	\$0.00
	TOTAL	132	421	\$5,680.98

G. Emergency Goods Provided

		Households	Individuals	Amount
				Expended
CLP	Clothing Provided	64	290	\$512.00
HBP	Homeless Blankets,			
	Hygiene Goods, Etc.			
	Provided	47	233	\$210.00
SCP	School Clothes Provided	106	559	\$8,485.00
HHI	Household Items			
	Provided	22	85	\$104.00
SSP	School Supplies			
	Provided	50	245	\$817.00
	TOTAL	289	1,412	\$10,128.00
	A- G TOTALS	2,912	10,241	\$667,363.76

- 1. **138** households/**457** individuals moved from homelessness or unaffordable housing through assistance with first month rent and deposit assistance vouchers.
- 2. Homelessness was prevented for **292** households/**988** individuals through assistance with eviction prevention rent and mortgage vouchers.
- 3. **236** households/**796** individuals were able to move into more affordable housing through assistance with utility deposits.
- 4. Emergency prescription assistance was provided to **62** households/**242** individuals to improve their health and well-being.

Problem Area: Self Sufficiency

OUTPUTS:

- 1. 2,251 units of brief case management and 526 units of medium case management were provided for families through 13 CAP programs to assist individuals with emergency and long term needs.
- **2. 1,369** energy conservation education sessions were provided to families through the CAP offices.
- 3. 113 families were enrolled in the US West Telephone Assistance program.
- **4.** CAP workers enrolled **596** families in utility discount programs. The programs include the APS E-3 program, the Senior Phone Discount Program, the SRP Discount Program and the Southwest Gas Low-Income Rate Payer Assistance Program.
- **5.** CAPs provided **4,496** referrals for families (benefiting **15,997** individuals) needing assistance from other agencies.

- 1. STS transportation assistance reduced hunger and sustained self-sufficiency for 100% of frail elderly persons who were provided home delivered meals.
- 2. Immediate health needs were addressed for 100% of medically needy individuals who were provided trips to medical appointments through STS transportation assistance.
- **3.** Socialization and nutritional needs were met and the quality of life was improved for 100% of older adults given transportation to Senior Centers through the STS program.
- **4.** Higher levels of self-sufficiency attained by 100% of medically needy low-income households enrolled in the telephone assistance program. These individuals now are capable of contacting emergency services if necessary.
- 5. Higher levels of economic self-sufficiency was attained by 100% of families experiencing a 5% 30% monthly utility bill savings as a result of enrolling in gas and electric utility discount programs and through energy conservation education. In addition, disposable income for basic needs was made available to 100% of the households receiving discounts.
- **6.** Opportunities for self-sufficiency improved for 100% of TANF recipients who used the new STS ride-to-work program.
- 7. A homeless father and his five-year old son were stabilized with temporary shelter, food, childcare and gas vouchers. Assistance in finding permanent housing is now being explored through community referral resources which will assist and/or rent to individuals with felony backgrounds.

Problem Area: Housing

OUTPUTS:

A. Housing Related Referrals

		Households	Individuals
HRR	Home Repair Referral	58	178
HSR	Homeless Shelter		
	Referral	31	97
RDR	Rent Deposit Referral	0	0
RPR	Rent Payment Referral	108	378
MAR	Mortgage Assistance	0	0
	Referral		
DVR	Domestic Violence	6	19
	Shelter Referral		
	TOTAL	203	672

- B. CASS Shelter provided **43,376** nights of shelter from July 1, 1999 through March 31, 1999.
- C. Save the Family provided **12,446** nights of shelter for **422** individuals from July 1 through September 30, 1999.
- D. New Life Shelter provided **2,931** nights of shelter for **189** individuals from July 1 through September 30, 1999.
- E. Catholic Social Services provided **1,414** nights of shelter for **66** individuals from July 1 through September 30, 1999.

Problem Area: Linkages and Coordination

OUTPUTS:

1. Community Services Commission Meetings.

Two Commission Meetings were held during the quarter.

2. Local CAP Advisory Boards.

Local CAP agencies convened 15 local advisory board meetings this quarter.

3. CSD Staff Participation

Community Service Meetings:

- ACAA Annual Conference Planning Meetings
- ACAA Peer to Peer Exchange
- MAG/Technical Assistance Committee Meetings
- MAG Subcommittee Meeting on Advocacy to Restore Title XX Funding
- NCAT Board Meeting
- SHARE Advisory Council
- DES Refugee Advisory Group

Transportation Meetings:

- RPTA Board Meetings
- Southwest Transit Association
- Southwest Transit Assessment and Review Team (START)
- City of Phoenix Vehicle Procurement Meeting

4. Capacity Building and Training Accomplished by CSD Staff and CAP Staff.

- First Home Buyer Counseling/Program Referrals
- Services Relating to Sexual Health and Healthcare
- Food Manager Training
- Strategic Planning for Services
- Case Management Techniques

5. Program Outreach and Community Information Projects.

- Palome Ranch Outreach
- Submission of human service information to local newspaper
- Energy Conservation Workshops
- Distribution of People's Resource Guides, People's Education and Resource Kits and program flyers

Special Community Projects/Partnerships Organized by Local CAPs or Participated in by CAPs

Tolleson CAP

1. <u>Community Awareness Fair</u> – The CAP office staff distributed flyers and spoke to the community about available services.

Buckeye CAP

 Back to School Clothing Distribution – Staff from the CAP office and the Buckeye Elementary School took 100 children to the Phoenix Prepatory Academy to receive their school uniforms.

Chandler CAP

- 1. <u>Back to School Clothing Drive</u> A total of 210 children were provided clothes, shoes backpacks and school supplies.
- 2. <u>Back to School Fair for Adults</u> Educational and financial aid opportunities were made available to adults in the community.

Peoria CAP

1. <u>Back to School Clothing Program</u> – A total of 250 children received clothing.

El Mirage CAP

1. <u>Back to School Clothing</u> – 200 children in grades K- 8 were referred to Saint Vincent de Paul Society to receive school clothing. Each child received a \$35.00 gift certificate.

Gilbert CAP

- 1. <u>Back to School Clothing Drive</u> Families adopted by Gilbert sponsors provide children with new clothes, shoes and school supplies.
- 2. <u>Personal Care Items</u> The CAP office contacted various churches and other organizations requesting donations of personal items, soap and dishwashing soap. These items are not allowable under the food stamp program.

Wickenburg CAP

- 1. <u>Back to School Clothing Drive</u> A total of 208 children were provided with back to school clothes and supplies.
- 2. <u>Personal Care Items Program</u> Clothing and toiletries were provided to Chrysalis Shelter from local drives.

Glendale CAP

- 1. Community Meeting Heart of Glendale Association On September 2, 1999 the Habitat for Humanity approved funding for the construction of 6 new homes in a Glendale barrio for first-time low-income buyers. The groundbreaking will take place in late October.
- 2. <u>Show Them A Better Way Summer Program</u> Survival skill classes were held in July at the Glenn F. Burton and Desert Garden Elementary Schools. Over 200 youth

participated in the program. Summer Family Night Barbecues were also held where students were able to show off their new dance steps and crafts.

Gila Bend CAP

- 1. <u>Dance-A-Thon and Pasta Dinner</u> A pasta dinner was held at the Elks Lodge to raise money for Dance -A-Thon prizes. A total of \$254.00 was raised to pay for Little League equipment.
- 2. <u>Back to School Clothing Drive</u> This community project involved the distribution of clothing to 110 needy children n the communities of Gila Bend and Paloma.
- 3. <u>Fifth Annual Pitch-In/Clean Up</u> A total of 400 bags of trash was collected from washes and desert areas around town by 70 participants. The event included T-shirts, prizes and lunch.
- 4. <u>Application for Tree Grant</u> The CAP office worked closely with the Town's Parks and Recreation office to apply for a grant to plant trees in the park and along walk ways.
- 5. <u>Senior Center Projects</u> Together, the CAP Office and the Senior Center raise money for Senior activities. The money raised will be put towards taking the elderly to the movies, to concerts at the Sundome and a field trip to Tombstone in February.

Avondale CAP

- 1. <u>School Uniform Donations</u> In striving to meet the district's new and mandatory school uniform requirement, a total of 19 families received assistance to cover the cost of one school uniform.
- 2. <u>Boys and Girls Club Summer Program</u> All program costs that were covered by city residents were refunded.
- 3. <u>Employment Enrollment</u> The union for sheet metal workers interviewed and enrolled interested clients for an apprentice program.
- 4. <u>Food Pantry Supplies</u> Outreach efforts to encourage local participants to donate to the emergency food pantry resulted in the replenishment of supplies.

Tempe CAP

- Adopt-A-School Child Program Many community organizations, businesses and private citizens were matched directly with children who needed supplies and clothing for back-to-school. A total of 300 low-income children were served.
- 2. <u>Faith Community Sponsored Food Drive</u> Temple Emanuel of Tempe raised a total of \$6,125.00 worth of food donations that were received by the Tempe CAP.
- 3. <u>Head Start Health Fair</u> Serving as the lead agency for the Tempe Allience for Community Health, the Tempe CAP held a Head Start Health Fair which served a total of 48 Head Start families comprised of 174 individuals.

Volunteer Hours

	Volunteers	Volunteers Hours
Guadalupe CAP	Not Reported	Not Reported
Chandler CAP	15	343
Tolleson CAP	6	28
Gila Bend CAP	17	420
Glendale CAP	27	210.5
Wickenburg CAP	42	260
Gilbert	5	345
El Mirage CAP	5	70
Peoria CAP	8	105
Buckeye CAP	10	184
Avondale	51	287
Tempe	447	6,686
Total	633	8,938.50

Leveraged Funding

	Type	Amount
Guadalupe CAP	Not Reported	-
Chandler CAP	City, United Way	\$23,316.62
Tolleson CAP	Other	\$1,445.79
Gila Bend CAP	Town, Other	\$25,172.26
Glendale CAP	City, Other	\$142,097
Wickenburg CAP	Town, State, Other	\$16,707.43
Gilbert	Not Reported	
El Mirage CAP	Other	\$39,401.86
Peoria CAP	Other	\$1,594.64
Buckeye CAP	Not Reported	
Avondale	City, Other	\$12,242.00
Tempe	City, United Way	58,269.07
Total		\$70,511.07

Sample Case Management Outcomes

Tolleson CAP

A client was assisted through CAP programs, rent and utility assistance while disabled and has since returned to work..

Buckeye CAP

A TANF client who was unemployed for over six months, completed the JOBS program and was hired at The Dallas Pillow Factory for \$8.00/Hour.

Chandler CAP

A single parent once living in the family car, has been reunited with the children and has regained new employment.

Peoria CAP

A family of five recovering from a loss of income due to a death in the family, received utility and rental assistance as well as commodity food boxes.

El Mirage CAP

Previously homeless, a single mother completed C.S.S.P. homeless program and is now living in transitional housing. She is currently employed, receiving the Bridge to Success training and is researching the qualifications needed to buy a home.

Gilbert CAP

Left by her husband and alone with a new baby, a client came to the CAP office and used the One-Stop Computer system and found employment. The CAP office provided move-in and utility assistance and made referrals to AHCCS and food stamps. The client returned to the office to report that thanks to the assistance she received she is now self-sufficient.

Glendale CAP

A client received energy assistance in July and was also enrolled in the APS Discount Program. She remains current on her utility bills and has followed though with all food program referrals.

Gila Bend CAP

A single mother with two children was staying at a friend's home and sleeping on her living room floor. Upon being asked to leave, she went to the CAP office and received assistance with first moth's rent and utilities. The CAP also helped the client with clothing and household items. The client has since obtained employment at Circle K and can support herself and her children.

Avondale CAP

Due to condemnation for unsafe housing, 13 households were being dislocated. Through case management and agency partnering all 13 families were relocated and qualified for section 8 housing within 3 days.

Date Prepared: 10/07/99

Reporting dates: 07/01/1999 through 09/30/1999
Number of reporting agencies: Thirteen Community Action Programs

Total unduplicated number of:

Persons for whom characteristics were obtained: 3,936
 Persons for whom characteristics were not obtained: 9,168
 Households containing one or more persons served: 3,936

Gender (# of individuals)	
Male	5,850
Female	7,254

Other Characteristic	
(# in household)	
No Health Insurance	1,971
Disabled	1,510
Veteran	169

Age (# of individuals)		
0 – 5	2,488	
6 - 11	2,518	
12 - 17	1,801	
18 - 23	926	
24 - 44	3,626	
45 - 54	748	
55 - 69	634	
70 +	363	

Family Type (# in household)	
Single parent/female	1,353
Single parent/male	98
Two parent household	1,128
Single person	929
Two adults/no kids	297
Other	131

Family Size (# in household)		
One	914	
Two	682	
Three	648	
Four	620	
Five	490	
Six	305	
Seven	146	
T	101	
Eight +	131	

Source of Income (# in household)		
No income	944	
TANF	278	
SSI	524	
Social Security	728	
Pension	70	
General Assistance	13	
Unemployment	69	
insurance		
Employment &	142	
benefits		
Employment only	1,466	
Other	352	

Level of Inc	ome
(# in household)	
Up to 75%	2,468
76% - 100%	701
101% - 125%	454
126% - 150%	199
151% and up	114

Lavel of Income

Education	
(# in household)	
0 – 8 yrs	1,061
9 – 12 yrs (non grad)	454
HS grad/GED	1,016
12+ (some college)	593
College graduate	114

Housing (# in household)		
Own	705	
Rent	2,690	
Homeless	381	
Other	160	

Ethnicity/Race (# of applicants)		
Black	365	
White	1,557	
Hispanic	1,807	
Native American/	163	
Alaskan		
Asian/Pacific Isl.	14	
Other	30	

Other Family Characteristics (# in household)		
Receive Food Stamps	723	
Farmer	21	
Migrant farm worker	27	
Seasonal farm worker	41	

Direct Payment	Total # of	Total # of	Total \$
July 1 through September 30, 1999	households	individuals	expended
CLV – Clothing Voucher	0	0	\$0.00
DEN - Dental Work Voucher	1	2	\$132.00
EMO - Eviction Prevention Mortgage Pymnt	31	111	\$17,703.52
ERP - Eviction Prevention Rent Pymnt	261	874	\$126,888.00
EYE - Eye Glass Voucher	6	16	\$450.00
FVP - Food Voucher	72	254	\$2,110.00
GAS - Gas Voucher	48	133	\$485.00
HSS - Homeless Support Services Voucher	1	4	\$206.50
HSV - Holiday Special Assistance Voucher	0	0	\$0.00
HVO - Hotel/Motel Voucher	8	11	\$1,482.00
JRE - Job Related Expenses	0	0	\$0.00
MDV - Medical Voucher	2	2	\$219.71
ONV - Other Special Need Voucher	6	19	\$565.76
PRV - Prescription Voucher	62	240	\$2,478.51
RED - Rent Deposit – Move in	44	147	\$14,437.00
RPT - Rent Payment – Move in	94	310	\$38,761.80
TAV - Transportation Assistance	6	8	\$527.50
UDE - Utility Deposit Payment	237	800	\$31,205.08
UDS - LIHEAP Supplemental Deposit	0	0	\$0.00
UTA - Utility Assistance Payment	1,733	5,829	\$313,103.38
UTS - LIHEAP Supplemental Payment	63	267	\$5,647.00
VAN - Auto Needs Voucher	9	31	\$1,448.83
TOTALS	2,684	9,058	\$557,851.59

Non Financial Services July 1 through September 30, 1999	Total # of households	Total # of individuals
CAP - Client Advocacy Provided	562	1,862
CMA - Case Management Brief Level I Opened	1,131	1,665
CMB - Case Management Medium Level II Opened	259	375
DES - DES Forms Completion Assistance	59	164
EEH - Energy Education in Home Provided	5	8
EEO - Energy Education in Office Provided	1,365	4,935
EIT - Earned Income Tax Credit Form Completed	0	0
HNP - Community Health Nursing Services	0	0
Provided		
HSP - Housing Search Assistance Provided	15	35
HVP - Home Visit Provided	99	176
INS - INS Immigration Assistance Provided	0	0
KCC - Kids Care Application Completion	2	10
Assistance		
LFC - Legal Forms Completion Assistance	7	28
LHA - Lion's Hearing Application Completed	1	6
LSA - Lion's Sight Application Completed	3	4
NSP - Notary Service Provided	5	15
OSA - One Stop Career Assistance Provided	0	0
PTC - Property Tax Credit Form Completed	0	0
SSA - Social Security Application Taken	3	6
STM - Client Staffing Provided	34	140
TAA - TANF Case Mgmt Brief Level I	2,243	9,714
TAB - TANF Case Mgmt Brief Level 2	526	2,254
TEL - Telephone Use/Assistance Provided	66	208
TRL - Translation Assistance Provided	18	46
TRP - Transportation Provided	3	5
WTE - Windows Tax Exemption Form Completed	0	0
TOTALS	6,406	21,656

Goods Provided	Total # of	Total # of
July 1 through September 30, 1999	households	individuals
CLP - Clothing Provided	64	290
COM - Commodities Provided	576	1,279
DAP - Diaper Assistance Provided	11	59
FBP - Food Box Provided	1,069	4,297
GFP - Gleaned Food Provided	55	100
HBP - Homeless Blanket, Hygiene, Goods, etc.	47	233
HGP - Holiday Toys/Goods Provided	0	0
HHI - Household Items Provided	22	85
MGP - Miscellaneous Goods Provided	4	20
SCP - School Clothes or Food Provided	106	559
SSP - School Supplies Provided	50	245
TOTALS	2,004	7,167

Discount Program Enrollments July 1 through September 30, 1999	Total # of households	Total # of individuals
APR - APS E – 3 Discount Program Enrollment	289	1,014
LFL - Lifeline Telephone Discount Enrollment	45	180
SDP - Senior Telephone Discount Enrollment	1	3
SRR, SRP - Discount Program Enrollment	185	618
SWR - Southwest GAS LIRA Discount Enrollment	120	410
TAP - Telephone Assistance Program Enrollment	112	200
TOTALS	752	2,425

Referral Services July 1 through September 30, 1999	Total # of households	Total # of individuals
ACR - AHCCCS Referral	160	613
BDG - Budgeting Skills Referral	4	13
BHR - Behavioral Health/Counseling Referral	8	25
CCR - Care Club (Food co-op) Referral	356	1,143
CPR - Child Protective Service Referral	61	200
CRR - Car Repair Referral	4	11
CVR - Clothing Referral	684	3,086
DCR - Day Care Assistance Referral	9	28
DIR – Domestic Violence Intervention Referral	2	8
DJR - Direct Job Placement Referral	7	23
DNR - Dental Referral	3	7
DSR - Referral – Services for persons w/disabilities	0	ó
DVR - Domestic Violence Shelter Referral	6	19
ERR - Education Related Referral	8	31
EYR - Eyeglass Referral	7	11
FBR - Food Box Referral	, 794	2,505
FSR - Food Stamp Referral	227	851
GAR - Gas Voucher Referral	2	8
GMR - Group/Congregate Meal Referral	3	3
GRR - General Assistance Referral	62	193
HAR - Affordable Housing Referral	60	191
HDR - Home Delivered Meal Referral	1	1
HER - Head Start Referral	69	329
HHR - Household Items Referral	51	237
HPR - Holiday Program Referral	0	0
HRR - Home Repair Referral	58	178
HSR - Homeless Shelter Referral	31	97
JOR - Job Service Referral	78	287
JTR - JTPA Program Referral – Adult	55	213
JTY - JTPA Program Referral – Youth	3	14
KCR - Kids Care Referral	74	321
LAR - Lion's Sight/Hearing Referral	11	27
LSR - Legal Services Referral	19	65
MDR - Medical Need Referral	15	50
Subtotal	2,936	10,793
l		

Referral Services July 1 through September 30, 1999	Total # of	Total # of
	households	individuals
MIR - Medical Insurance Referral	17	59
ONR - Other Special Need Referral	267	1,001
OSR - One Stop Referral	139	494
RPR - Rent Payment Referral	108	378
SAC - Salvation Army Christmas Basket Referral	0	0
SCR - Summer Camp Referral	4	25
SJR - Summer Job Referral - Youth	1	4
SOR - Senior Center Referral	16	22
SSR - Social Security Office Referral	41	97
TAR - TANF/Empower Referral	11	66
TRN - Transportation Referral	129	296
UAR - Utility Assistance Referral	204	711
VAR - Veterans Administration Referral	7	26
WIC - Women, Infants & Children Referral	0	0
Subtotal	4,890	17,003
	- 0.5	
TOTAL	7,826	27,796